

Amend Handbook Section 16-015.1 to read:

16-015 EBT SECURITY

16-015

HANDBOOK BEGINS HERE

- .1 It is recommended that all users, other than cardholders, of the EBT system and other connected systems address security and privacy requirements in the following areas:  
(Continued)
  - (i) ~~Food stamp coupon conversion~~
  - (j i) Status the EBT card (i.e., deactivate card)
  - (k j) Recipient account inquiry (including real-time balance by program)
- .2 Security policies should be implemented and updated on a regular basis prior to implementation of the EBT system.

HANDBOOK ENDS HERE

Authority cited: Sections 10077, 10553, 10554, 18904, and 18904.1, Welfare and Institutions Code.

Reference: Sections 10065, 10069, and 10077, Welfare and Institutions Code; 7 CFR 274.12(a), (f)(1), and (i)(3); 7 U.S.C. 2016(f)(3)(C).

Amend Section 16-120 to read:

16-120 ACCOUNT AGING AND EXPUNGEMENT

16-120

- .1 An EBT account aging status may be inactive, dormant, or expunged.
- .11 Inactive Account Status are accounts for which no debit activity by the cardholder have been posted for ~~45~~ 135 days.
- .111 The CWD shall receive a monthly report to identify accounts to which no debits have been posted for ~~45~~ 135 days.
- .112 Upon receiving the ~~45~~ 135-day report or when the CWD becomes aware that no debit activity has occurred for ~~45~~ 135 days, the recipient shall be notified that after a total of ~~90~~ 180 days of inactivity the benefits will become inaccessible, and how the recipient can reaccess the benefits.
- .12 Dormant Account Status are accounts for which no debit activity by the cardholder have been posted for ~~90~~ 180 days.
- .121 The CWD shall receive a monthly report to identify accounts on which no debits have been posted for ~~45-89~~ 135 - 179 days. When no debits have been posted on an account for ~~90~~ 180 days, the recipient must contact the CWD in order to access the account benefits or upon reapplication. (Continued)
- .13 Expunged Status – After the benefits have been available for a total of ~~270~~ 365 days or more, with no debit activity, those benefits shall be expunged from the EBT host. The CWD will receive reports indicating benefits expunged and the benefit balance remaining at the time of expungement. (Continued)
- ~~.2 Any remaining food stamp benefits in the recipient's food stamp account shall be expunged if the household fails to spend the benefits within one week after conversion of food stamp electronic benefits to food stamp coupons, pursuant to Section 16-315, Food Stamp Benefit Conversion.~~

Authority cited: Sections 10077, 10553, 10554, and 18904, ~~and 18904.1~~, Welfare and Institutions Code.

Reference: Sections 10065, 10069, and 10077, Welfare and Institutions Code; 7 CFR 274.12(a), (g)(6)(vi), and (g)(7); FNS Letter to EBT Coordinators FS 9-5-1/EBT GEN, dated September 28, 1998; ~~California Approved Waiver Request #980070 and #980071 for 7 CFR 274.12(f)(7) and (f)(7)(i) [subsequently renumbered to 7 CFR 274.12(g)(7) and (g)(7)(i)]; and~~ Preamble, Federal Register, Vol. 57, No. 63, April 1, 1992; and 7 U.S.C. 2016(h)(12).

Repeal Section 16-315 to read:

16-315 FOOD STAMP BENEFIT CONVERSION

16-315

- ~~.1 At the recipient's request, the CWD shall convert food stamp electronic benefits to food stamp coupons when the food stamp household is relocating to a state that is not interoperable and where electronic benefits are not portable from the household's current state of residence or the household leaves an EBT project area.~~
- ~~.2 The CWD shall allow benefits in an EBT account to be converted to food stamp coupons for short term absences from the EBT project area for family emergencies or similar isolated occurrences.~~
- ~~.3 The CWD shall develop procedures for conversion that do not conflict with mailing restrictions regarding ATP or other authorization documents.~~
- ~~.4 The CWD shall have the option of storing and converting food stamp coupons or having the EBT Contractor store and mail the food stamp coupons to the requesting recipient.~~
  - ~~.41 The conversion of food stamp EBT benefits to coupons must occur within the following time frames:
    - ~~.411 If food stamp coupons are stored at local agency locations, then the recipient shall receive benefits converted to food stamp coupons within one business day following the recipient's request.~~
    - ~~.412 If the coupons are stored at a central location, or mailed by the EBT Contractor, the recipient must receive the coupons within three business days following the request.~~~~
- ~~.5 EBT food stamp benefits remaining in an account shall be rounded down to the nearest dollar amount suitable for coupon issuance.~~
- ~~.6 The household shall be required to spend any remaining balance that cannot be converted to food stamp coupons.~~
  - ~~.61 When a recipient fails to spend the remaining benefits within one week after conversion occurs, the food stamp benefits shall be expunged from the recipient's EBT account as specified in Section 16-120.~~
    - ~~.611 The CWD shall report the adjustment to FNS as specified in Section 16-120, Account Aging.~~
- ~~.7 A limit on the number of times a household converts to food stamp coupons shall not be imposed on households.~~

- ~~.8 The CWD shall prohibit conversions to food stamp coupons solely for purposes of shopping outside the EBT project area.~~
- ~~.9 Splitting food stamp benefits between food stamp coupons and food stamp electronic benefits at the time of issuance shall not be permitted.~~

Authority cited: Sections 10077, 10553, 10554, 18904, and 18904.1, Welfare and Institutions Code.

Reference: Sections 10065, 10069, 10077, Welfare and Institutions Code; and 7 CFR 274.12(a) and (g)(6).

Amend Section 16-601.6(w) to read:

16-601 CARDHOLDER TRAINING (Continued)

16-601

.6 At a minimum, cardholder training shall include the following areas:

- (w) Use of the ARU and EBT client website, e.g., to obtain transaction history  
(Continued)

Authority cited: Sections 10077, 10553, 10554, and 18904, ~~and 18904.1~~, Welfare and Institutions Code.

Reference: Sections 10065, 10069, 10072(h), and 10077, Welfare and Institutions Code; and 7 CFR 274.12(a), (f)(1)(v), and (g)(10); and California Approved Waiver Request #980090 for 7 CFR 274.12(f)(10)(ii) [subsequently renumbered to 7 CFR 274.12(g)(10)(ii)].